

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

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February 17, 1984

ALL-COUNTY INFORMATION NOTICE NO. I-18-84

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: OPERATIONS ASSESSMENT STUDIES

The AFDC and Food Stamp dollar error rate continues to be a primary concern for all of us. In order to concentrate on this issue, DSS is expanding its review activities beginning next month.

The Operations Assessment Bureau in DSS has been conducting Management Evaluation (ME) reviews of Food Stamp and Civil Rights program operations. The scope of these reviews will be expanded to include error rate reduction in the AFDC program. Additionally, DSS will modify the Food Stamp reviews to place greater emphasis on error rate reduction and other high priority ME requirements. The reviews will continue to contain a civil rights review component.

The review efforts will focus on program elements that consistently appear to be statewide problems. The determination of which program elements to review, as well as the counties selected, are based upon Quality Control data, previous reviews, audits, and other statistical reports. Some reviews will focus on AFDC or Food Stamps only and some reviews will examine both programs.

This modified approach has been tested and refined in two counties. The results of these tests indicate that this process can provide counties with the information and technical assistance necessary to effectively address the dollar error rate. DSS's intention is to couple the review effort with the county corrective action process and thereby form a state/county partnership to reduce dollar errors and improve program performance.

The review will typically require between six and eight weeks of field time in each county. In addition to the normal assistance counties provide to these reviews (space, phone access, etc.), counties are being asked to actively participate in the studies. County participation will include reviewing the study plan, suggesting review areas, sharing special county developed studies, and reviewing and commenting on the draft reports.

Counties that have been scheduled for review in March have already been notified. Those counties scheduled for review later in the year will receive at least thirty days notice.

If you have any questions about the modifications to the reviews or any other aspect of the review effort, please contact Donald Morse, Chief of Operations Assessment Bureau at (916) 445-2154.

A handwritten signature in dark ink, appearing to read "Linda S. McMahon". The signature is fluid and cursive, with the first name "Linda" and last name "McMahon" clearly distinguishable.

LINDA S. McMAHON
Director

cc: CWDA